

## **ITS - Information and Technology Services City of Bloomington - 2014**

### **What is ITS?**

The Information and Technology Services Department (ITS) manages the City of Bloomington's IT systems, including computer hardware, software and networks. We monitor and support more than 550 workstations for 700-1000 City staff at 40+ sites including 24-7 mission critical systems at Police, Fire and Utilities departments. ITS maintains the servers and infrastructure that keep our sister City departments running. We provide IT training to City staff and coordinate IT purchasing for the City. We maintain the City's GIS (Geographic Information System) and print maps for the public. The department manages the City's fiber optic ring, a.k.a. the Bloomington Digital Underground (BDU) and WiFi deployments in City buildings. We also developed and maintain the City website, the uReport service and other open source applications for staff and the public.

### **ITS by the Numbers**

Approximately 120 internal / 50 external map requests, 450 maps printed, 40 digital data requests per year. Web site usage: 92,000 visits per month, 1,100,000 per year. 550+ Workstations: desktops, laptops and Mobile Data Terminals (MDTs). 26 Servers at 6 locations, 38 (production & support) virtual servers across 6 VMWare ESX servers. 42 in-house custom applications. Support for dozens more third-party applications. 10.3 miles of Fiber Optic Cable in main BDU Loop. 4 million incoming email messages. Dozens of projects with Indiana University and Ivy Tech Community College of Indiana students and faculty

### **Notable Accomplishments**

- Award winning website
- First city to participate in Google Summer of Code (2012 & 2013)
- First use and release of an open source Open311 software suite
- Leading community in open source software use and development...  
<http://commons.codeforamerica.org/government-entities/city-bloomington>

### **Important Public Services**

- Website: <http://bloomington.in.gov>
- uReport online issue reporting: <http://bloomington.in.gov/ureport>
- Mobile non-emergency reporting app: Bloomington/GeoReporter apps...
  - iOS: <http://itunes.apple.com/us/app/georeporter/id487304759>
  - Android: <https://play.google.com/store/apps/developer?id=City+of+Bloomington>

### **Useful City Web Resources**

- My Bloomington web service: [bloomington.in.gov/mybloomington](http://bloomington.in.gov/mybloomington)
- Contact the City: [bloomington.in.gov/contact](http://bloomington.in.gov/contact)
- Subscribe to newsletters: [bloomington.in.gov/subscribe](http://bloomington.in.gov/subscribe)
- City Events Calendar: [bloomington.in.gov/calendars](http://bloomington.in.gov/calendars)
- City Boards & Commissions: [bloomington.in.gov/boards](http://bloomington.in.gov/boards)
- City Map Center: [bloomington.in.gov/maps/](http://bloomington.in.gov/maps/)
- Interactive GIS Map: [bloomington.in.gov/interactive-map](http://bloomington.in.gov/interactive-map)
- City Locations: [bloomington.in.gov/locations](http://bloomington.in.gov/locations)
- City Municipal Code: [bloomington.in.gov/code/](http://bloomington.in.gov/code/)
- City Job Openings: [bloomington.in.gov/jobs](http://bloomington.in.gov/jobs)
- Bloomington Volunteer Network: [bloomington.in.gov/volunteer/](http://bloomington.in.gov/volunteer/)
- Data Center: [bloomington.in.gov/data-center](http://bloomington.in.gov/data-center)
- En Español: [bloomington.in.gov/latino](http://bloomington.in.gov/latino) o [escribe a sotod@bloomington.in.gov](mailto:escribe a sotod@bloomington.in.gov)
- [bloomington.in.gov/languages/documents.php?language=es](http://bloomington.in.gov/languages/documents.php?language=es) for Spanish language documents online

### **Contact ITS**

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